

## **LIBRARY PLAN OF SERVICE - EXECUTIVE SUMMARY**

The Highland Branch Library of the San Bernardino County Library is a facility in need of replacement if it is to adequately fulfill the mission of the County Library. Currently serving a population of approximately 45,000 from a 10,000 gross square foot facility with a projected population that will increase 106% by 2020, a recent facility assessment revealed problems that need to be addressed. Assuming a net-to-gross efficiency factor of 75 percent, a building size of 30,000 square feet requiring at least 137 public and staff parking spaces is proposed. The expanded facility should increase the square footage per capita from the present .22 to .35 and should include the following:

- a collection size of 128,000 items, including 3,000 reference items, 8,000 media items, and 305 current periodical subscriptions;
- a total of 256 reader spaces, including 50 technology stations, a 12-seat quiet room, and 2 group study rooms, and 2 individual tutoring/study rooms;
- public meeting areas with 100 seat multi-purpose meeting room, a multi-purpose/training room seating 20, conference rooms seating at least 12, a Children's Services program/craft room with seating for 40, a Computer Lab training room seating 35; and
- a full-time equivalent staff of 19, with a full-time Branch Manager, at least 4 full-time librarians with manager-on-duty responsibilities and expertise in the areas of Reference services, Children services, Young Adult services, Literacy services and Outreach/Public Relations, along with an Environmental Subject Specialist for the Environmental Learning Center, Library Associates and Assistants for all departments and 2.0 FTE for facilities maintenance.

The Highland Branch Library's Plan of Service includes eight main service roles that are to be emphasized in response to needs expressed in a recent Needs Assessment that surveyed users and non-users, supplemented by focus groups of students and teachers from area schools.

It is the vision of the San Bernardino County Library to reaffirm a commitment to be a partner, an educator, a resource, and guide upon which the public, business, industry, and government can rely for accurate, timely information, lifelong learning opportunities, recreational needs, intellectual stimulation, and cultural enrichment. It is the purpose of the San Bernardino County Library through its branches to provide those library materials, information, programs and services which are most wanted by residents of the area the branch serves; to provide convenient access to needed materials and information; and to actively work to make community members and organizations aware of the resources and services provided by the San Bernardino County Library.

To that end the staff at the Highland Branch and the administrators of the San Bernardino County Library System have identified roles the Branch Library is comfortable in pursuing to achieve its mission within its particular community. Highland Branch will primarily convey the Current Topics and Titles role, providing a collection of current books audio materials, compact discs, video recordings, magazines and newspapers for

adult and children that are selected to fulfill patron needs for information about popular cultural and societal trends and to meet their desire for satisfying recreational experiences. A second primary role is General Information, where the goal is to meet patron needs for information and to provide answers to questions on a broad array of topics related to work, school and personal life. Secondary roles include Lifelong Learning, to provide lifelong learning opportunities by assisting patrons who desire self-directed personal growth, Business and Career Information services addressing the need for information related to business, careers, work entrepreneurship, personal finances, and obtaining employment, and the Environmental Learning Subject Specialty, consisting of a Learning Lab Complex, outdoor specialty environments, and associated programming. Tertiary roles include Basic Literacy, providing services that address the need to read and to perform other essential daily tasks, Information Literacy, helping people learn and evaluate the use of technological resources, and the role of a Commons environment, which helps address the need of people to meet and interact with others of like interest in their community.

The issues of adequate space and facility to carry out these roles, appropriate technology to adapt and the recognition of demographic changes in the community were and are of considerable importance in planning for the Branch Library's future. This plan of service highlights major services to be provided and how the needs of the residents in the Branch Library's service area will be met by the proposed project.

Current technologies are integrated throughout the planned service role activities, with long-term objectives to constantly and consistently analyze new technologies for utilization throughout the County Library's service areas. As electronic databases are added to the Countywide automated system, all branch libraries will have access to sophisticated electronic resources to carry out their selected roles. The County Library is committed to staff training for all electronic technologies and nearly all librarians spend time dealing with the public with Information Services, allowing their skills and abilities to remain current as information services evolve in response to technology evolution.

To ensure that the Library continues to be a vital community resource and offers its many services, the Library will annually:

- review its human and monetary resources and determine priorities of service;
- review and evaluate staffing and training needs to ensure the Library offers the best possible service;
- review and evaluate space needs to ensure that collections, services and accommodations are adequate for the community;
- maintain a significant commitment to its volunteers and the many tasks and functions they perform which enable the Library to provide services;
- implement, review and update a Technology Plan to ensure that the Library is technologically current and aware of electronic information management;
- review and evaluate the condition of the library building and its major components—equipment, furniture, carpeting, etc., handling improvements and repairs as needed.

## **LIBRARY PLAN OF SERVICE**

### **MISSION STATEMENTS**

The San Bernardino County Library will provide equal access to information services and materials for all people of the County of San Bernardino. The Library will actively promote its information services, materials and programs for the informational, educational, cultural and recreational needs of all residents of San Bernardino County.

The mission of the Library Media Program of the San Bernardino City Unified School District is to ensure that students, staff, and community members are effective users of ideas and information.

### **SERVICE RESPONSES**

*Service responses are definitive statements of the activities that the Library will undertake to carry out its mission. Service responses are what the Library does for, or offers to its patrons to meet community needs identified in a recent Needs Assessment Survey. The seven service responses selected by the Highland Branch Library describe specific service goals that the Branch Library will undertake. Both short and long term objectives required for the achievement of each goal have been set forth to keep the Branch Library working effectively towards its goals.*

### **CURRENT TOPICS AND TITLES**

The Highland Branch Library's goal is to provide a collection of current books, audio books, compact discs, video recordings, magazines and newspapers for adult and children that are selected to fulfill patron needs for information about popular cultural and societal trends and to meet their desire for satisfying recreational experiences. Best sellers and titles in high demand are available in multiple copies. "New" materials are conveniently available and prominently displayed with attention-drawing shelving and posted "Best Seller" and "Patron Favorites" listed bulletins. Patron requests for purchases are welcomed and seriously considered and purchased regularly. Large print books are available for patrons who have difficulty reading conventional print.

A pleasant environment is provided with comfortable lounge chairs, reading tables and excellent lighting. To anticipate public demand, the staff keeps abreast of pre-publication review sources and publisher advertising campaigns. The staff is knowledgeable about the content of best-selling titles and the style of popular authors and genres to offer guidance to patrons. The library will offer programs such as book talks, book signings, discussion groups and exhibits that promote topics of current interest. The library's computer resources will contain a

database selected to assist staff and patrons with Reader's Advisory about fiction and genre selections. Computer resources will exist to highlight current non-fiction topics and provide access to a wide-ranging variety of popular full-text magazine articles that can provide quick responses to current events.

### **Short Term Objectives**

- Provide 70 hours of service, seven days a week, opening at 9 or 10 am in the mornings, with four evening hours of service to 9 pm and three days of service to 6 pm. Sunday open hours from noon until 6 pm.
- Acquire or add 10,00 books and other library materials to the collection.
- Checkout materials at an average of 3.7 items per capita, a 25% increase from current levels due to increased collection size.
- Provide friendly and helpful service to patrons who visit the library 250,000 times annually, a 25% increase due to increased service hours.
- Develop and distribute five reader's advisory bookmarks to guide patrons to the most popular areas of the fiction and genre collections.
- Acquire a sophisticated database for reader's advisory service such as the "What Do I Read Next?" or "Novelist" database.
- Develop and distribute a series of age appropriate bookmarks or bibliographies to guide children and parents to books in the collection such as the "If you like Harry Potter, try these authors..." bibliography.
- Develop and implement a series of programs to highlight recreational reading for children that build upon the successful Summer Reading Program.
- Develop and implement a series of cultural programs for adults that strengthen their understanding of current societal trends through reading discussion group and author appearances.

### **Mid-Term Objectives**

- Continue existing hours of service.
- Develop and implement a plan to withdraw outdated and under utilized fiction and non-fiction books from the collection, evaluating collection weaknesses and filling in classic and reprinted titles of note.
- Anticipate providing service to an additional 5% more patrons checking out an additional 10% more materials per year.

- Evaluate and consider adding materials in new formats as they become appropriate, e.g., books on compact disc, videodiscs.
- Maintain acquisitions at first year levels or greater.
- Maintain programming schedules that involve the community in celebrating and focusing on reading as a recreational option.

### **Long Term Objectives**

- Develop and administer an Accountability Assessment Survey that measures patron satisfaction with improved service levels.
- Evaluate and review space allocations and arrangements for books, recordings and other materials, electronic workstations and public seating; make changes as appropriate.
- Create and maintain outreach opportunities to the community that bring books and recreational materials and programs to underserved populations, such as those in long-term care facilities or pre-school and child care facilities.
- Maintain book discussion groups at the library and throughout the community, linked through a newsletter created by the library to spotlight Reading and Discussion and cover new and forthcoming titles. Provide each community reading group annually a copy of Paz & Associates “Reading Group Discussions” publication.
- Ensure that display shelving and display bulletin boards are kept fresh and relevant to Current Topics and allow for merchandising of materials.
- Ensure that technology utilized is available at the library and in the home and that Reader’s Advisory is offered through the Library’s Web page and highlighted on a periodic basis with programs offered at the library on how best to utilize the computer databases for improved reading enjoyment.
- Involve all public service staff in monthly Reader’s Advisory service meetings, highlight specific genres or reading topics, cover new and forthcoming titles, ensure all public service staff have access to book announcements and review sources that have been utilized by collection developers for selection of materials.

### **GENERAL INFORMATION**

The Highland Branch Library’s goal is to meet patron needs for information and provide answers to questions on a broad array of topics related to work, school and personal life.

General information services are offered to patrons of all ages, from preschoolers to seniors. While general information services apply to people of all ages, special efforts are made with local business people. All of the resources of the County Library system provide back up for information service.

The library offers print, non-print and electronic reference resources that cover a variety of topics. Staff locates relevant information that satisfies patron needs. The library provides telephone information service and accepts and answers questions via fax and e-mail. The Library's catalog and other electronic databases are available via the World Wide Web. Computer workstations are available to access a full range of information resources including the Internet, magazine indexes and other databases to which the Library subscribes. The library provides information support of third through ninth grade school children and will improve collections and access to electronic resources, which assist homework and learning efforts. The staff and volunteers provide instruction in skills relating to locating, evaluation, and using information resources of all types. The Library is committed to providing continuing education for its staff in order to improve skills and keep abreast of the changing nature of information delivery.

### **Short Term Objectives**

- Provide 76 hours of reference service, assuming staff in the building an hour before opening each day able to answer phones and e-mailed reference questions.
- Acquire or add 500 books and other library materials to the reference collection to answer ready reference questions.
- Assist patrons by answering 80,000 reference inquiries, or 1.75 per capita. Staff the Information Desk with a minimum of two professional librarians during all hours the library is open. Provide friendly and helpful service to answer questions of patrons who visit the library 250,000 times annually, a 25% increase due to increased service hours.
- Evaluate and consider reference and information resources in the most appropriate format, adding and changing subscriptions as appropriate. Generally, the Library is committed to increasing its reliance on online reference resources, supporting home and office access to such products.
- Develop and distribute pathfinders to guide patrons to the most useful areas of the reference collection for specific information needs, such as a "Science Projects" bibliography for grades five to eight or a "California Missions" bookmark for fourth graders.
- Acquire at least one sophisticated database for Reference resources for students such as Gale's Biography Resource Center.
- Develop the entire collection of non-fiction materials as reference tools utilizing finding aids and guides to the collections beyond those designated reference.
- Provide for quiet and group study, equipped with access to computer resources.
- Develop and implement a series of programs to introduce parents and school-age children to the library's reference and electronic resources and how to optimally utilize them, offer as school visits and individual one-on-one tutoring through use of volunteers at least 10 hours each week.

### **Mid-Term Objectives**

- Continue existing hours of service; offer 24 hours of reference service.
- Develop and implement a plan to withdraw outdated and under utilized non-fiction books from the collection, evaluating collection weaknesses and filling in classic and reprinted titles of note, submit requests to the county Library Administration for Web site improvements that pertain to information service.
- Anticipate providing information service to an additional 5% of patrons per year.
- Maintain acquisitions at first year levels or greater, updating ready reference resources in a timely manner, acquiring at least three Encyclopedia resources annually, at least one in electronic database format.

### **Long Term Objectives**

- Develop and administer an Accountability Assessment Survey that measures patron satisfaction with improved information service levels.
- Evaluate and review space allocations and arrangements for reference resources, electronic workstations and public seating; make changes as appropriate.
- Create and maintain outreach opportunities to the schools that bring library programs to school-age populations, work with school teachers to identify strengths of the library's reference resources as they relate to school assignments.
- Evaluate workshops available and technology-tutoring programs offered, design and implement appropriate programs for keeping patrons knowledgeable in accessing information resources given the nature of electronic publishing.

### **LIFELONG LEARNING**

The Highland Branch Library's goal is to provide lifelong learning opportunities by assisting patrons who desire self-directed personal growth. The library provides and maintains a collection of circulating materials on a wide variety of topics in which patrons have a continuing interest. While lifelong learning is a service that applies to people of all ages, special efforts are made to introduce very young children to the joy of reading.

The Library will develop pathfinders or collection guides to assist patrons in learning about specific subjects or topics for which there are frequent requests. The Library maintains collections in the areas of local interest and provides programs on a variety of topics such as continuing education about health and medicine, personal finance, and travel topics. The Library's Summer Reading Program enables children to sustain their reading skills and enhance their joy of reading.

### **Short Term Objectives**

- Provide a minimum of six continuing education seminars on topics such as personal health, personal finance, or use of personal computers.
- Provide weekly story times for pre-schoolers to introduce them to the joy of books and reading.
- Present a Summer Reading Program for children with the objective of 500 children participating.
- Develop and distribute five pathfinder/bookmarks to guide patrons to the most popular areas of the non-fiction collections.
- Develop and implement a program to provide rotating “off-site” picture book collections at area pre-schools.

### **Mid-Term Objectives**

- Evaluate interest and need to develop a special series of programs for Chamber of Commerce business members and design an implement as appropriate.
- Evaluate the feasibility of partnering with other community agencies/groups to provide ongoing “Personal Interest Classes” such as series on parenting.
- Review and evaluate special programs and services to children for value and effectiveness; add, revise and discontinue programs as appropriate.
- Develop a series of programs around Environmental topics and offer school visit options to the environmental displays and exhibits.

### **Long Term Objectives**

- Develop and administer an Accountability Assessment Survey that measures patron satisfaction that materials they found at the library were useful to them in meeting their personal lifelong learning goals.
- Create and maintain outreach opportunities to the community that bring books and informational programs to underserved populations, such as those in pre-school and child care facilities.
- Create and maintain reading lists for babies, toddlers, and pre-schoolers for distribution to parents and caregivers. Offer workshops to pre-schools and home child caregivers on utilizing story telling for pre-literacy activities.



- Ensure that technology utilized has available self-paced individualized instruction on a variety of lifelong learning topics.
- Incorporate special programming that highlight offerings of the Environmental Learning Center.

## **BUSINESS AND CAREER INFORMATION**

The Highland Branch Library's goal is to meet patron needs for information related to business, careers, work, entrepreneurship, personal finance, and obtaining employment. Business information services are offered to patrons who own business, are members of the Chamber of Commerce, or are students from age 16 to 18 exploring options for careers in the business world. All of the resources of the County Library system provide back up for information service.

The library will provide expert personal assistance, specialized electronic and print resources, and services of interest to the business community, to investors, to individuals who are seeking employment or who are dealing with a changing work environment, and to individuals who are contemplating a career move or change. Library users will be able to access a significant amount of information without visiting the library by using the telephone, fax, e-mail, and other electronic delivery systems. Computer workstations are available to access a full range of information resources including the Internet, magazine indexes and other databases to which the County Library subscribes. The library will offer a variety of office equipment for public use, may offer special programs on business and for career counseling. The library may also create business and career resources or may locate and organize related information on a web page. Books and materials relating to business are located in close proximity to public-use computers and printers. Extensive job listings are available in a selection of local, regional and out-of-town newspapers and through employment-related Internet sites identified by the library.

### **Short Term Objectives**

Provide 76 hours of reference service, assuming staff in the building an hour before

- opening each day able to answer phones and e-mailed reference questions.
- Acquire or add 250 books and other library materials to the reference collection to answer business and career oriented questions.
- Assist patrons by answering business or career related questions.
- Develop and distribute pathfinders to guide patrons to the most useful areas of the reference collection for specific information needs, such as "Writing a Resume," or "Running the Home-based Business."

- Acquire at least one sophisticated database for Reference resources for business people, such as Reference USA.
- Provide at least six database products of interest to business people, starting with the IRS/Small Business Administration “How to Run a Business.”
- Provide for quiet and group study, equipped with access to computer resources.
- Business and Career Information changes constantly and new, up-to-date, reliable resources need to be sought continuously.

### **Mid-Term Objectives**

- Develop and implement a plan to withdraw outdated and under utilized non-fiction books from the collection, create and maintain an extensive reference collection of career-oriented test books.
- Anticipate providing business information service to an additional 5% of patrons per year.
- Maintain acquisitions at first year levels or greater, updating business resources in a timely manner, acquiring at least one sophisticated personal finance database such as Valueline.

### **Long Term Objectives**

- Develop and administer an Accountability Assessment Survey that measures patron satisfaction with improved information service levels.
- Evaluate and review space allocations and arrangements for business and career resources, electronic workstations and public seating; make changes as appropriate.
- Create and maintain outreach opportunities to the schools that bring library programs to older high-school students, work with schoolteachers to identify career-related programs of value to students.
- Evaluate workshops available and technology-tutoring programs offered, design and implement appropriate programs for keeping patrons knowledgeable in accessing information resources series of outreach efforts to the business community.
- Develop and provide electronic access to business and trade journals.given the nature of electronic publishing.

- Maintain a presence at local Chamber of Commerce events, offering the Library as a site for Chamber mixes. Consider Business Breakfast Seminars at the branch as a series of outreach efforts to the business community.
- Develop and provide electronic access to business and trade journals.

## **ENVIRONMENTAL SCIENCE SUBJECT SPECIALTY SERVICES**

The Highland Branch Library's goal is to meet patron needs for information related to the environment and critical issues associated with the environment. Outdoor exhibits and displays, gardening programs and activities, environmental talks and demonstrations, trail walks and programs on nature encounters are all possible components of an ideal environmental education service center. The Environmental Learning Center was established to respond to the interest of parents and teachers in the community in the types of resources, programs, materials, and services available in the field of environmental studies. All of the resources of the County Library system provide back up for information on environmental studies, as does the close proximity to the University of Redlands and the Redlands Institute.

The library will provide expert personal assistance, specialized electronic and print resources, and services of interest to those studying the environment. Computer workstations are available to access a full range of information resources including the Internet, magazine indexes and other databases to which the County Library subscribes along with Geographical Information System software. The library will offer a variety of materials that support the objectives of the Environmental Learning Center including environmental educational games, an environmental discovery room, dynamic interactive environmental exhibits that change periodically, environmental reference and research materials, computer simulations, and outdoor areas designed for focused study such as an aviary, butterfly habitat and demonstration gardens.

### **Short Term Objectives**

- Provide an Environmental Learning Center Subject Specialist available and a Library Associate to staff the Environmental Learning Center during all open hours of the library each day able to answer questions by phone, in-person, or e-mailed to the Center.
- Acquire or add 250 books and other library materials to the Environmental Learning Center collection to answer environment related questions.
- Assist patrons by answering environment related questions and interpreting environment displays and exhibits.

- Develop and distribute pathfinders to guide patrons to the most useful areas of the environment center collection for specific information needs, such as “What are Fossils” or “How to interpret information from a Weather Station.”
- Develop and distribute exhibit guides and informative fliers on environmental topics.
- Acquire at least one sophisticated database for Environmental Learning resources for students.
- Provide at least six workshops on the environment, utilizing the gardens, aviary, bat habitat displays, environmental exhibits, and minerals and geology display.
- Provide demonstrations on environmental topics such as backyard wildlife, composting, green architecture, rainwater collection, and recycling.
- Provide for quiet and group study, equipped with access to computer resources, including environmental classes and activities for teachers and K-12 students, with interactive environmental curriculum support software.
- Environmental information changes and new, up-to-date, reliable resources need to be sought continuously.

### **Mid-Term Objectives**

- Develop and implement a plan to withdraw outdated and under utilized non-fiction books from the Environmental Learning collection, create and maintain an extensive reference collection of environment-oriented books.
- Anticipate providing environmental information service to an additional 5% of patrons per year.
- Maintain acquisitions at first year levels or greater, updating environment resources in a timely manner.
- Create a series of local field trips and K-4 storytelling programs associated with the Environment.
- Develop environmental poster, poetry, essay, art and activity contests to involve school children in environmental study.

### **Long Term Objectives**

- Develop and administer an Accountability Assessment Survey that measures patron satisfaction with improved Environmental Learning Center service levels, displays and exhibits.

- Evaluate and review space allocations and arrangements for environment resources, electronic workstations and public seating; make changes as appropriate.
- Create and maintain outreach opportunities to the schools that bring environment programs to older high-school students, work with schoolteachers to identify environment -related programs of value to students.
- Evaluate workshops available and programs offered, design and implement appropriate programs for keeping patrons knowledgeable in accessing information resources about the environment.

## **BASIC LITERACY**

The Highland Branch Library's goal is to provide a learning environment, specialized materials, and access to trained tutors to help patrons reach their personal literacy goals. The library provides specially designed facilities and access to instructional technologies that enhance the effectiveness of tutoring efforts.

The Library will offer an English Improvement program, basic literacy and family literacy programs. Tutoring and workshops are offered on reading, functional math skills, and exam preparation for citizenship exams or for attaining a Graduate Equivalency Diploma (GED).

### **Short Term Objectives**

- Provide a workshop for library personnel and tutors to bring an awareness of the challenges and problems faced by adult new readers, individuals learning English as a second language, and other learners participating in library literacy programs.
- Provide tutorial training to literacy volunteers and provide them with the workbooks and controlled vocabulary texts specifically designed for use in literacy and ESL programs.
- Provide computer software intended to supplement the interaction between learners and tutors, available in individual study areas.
- Develop a collection of high-interest/low vocabulary materials as well as materials that support volunteers tutors in their efforts for understanding individualized instruction.
- Maintain an active outreach program that extends into the community to find potential students and help them identify the program, educational level, and type of classes they need to reach their literacy goals.

- Provide space to support Friend's weekly sale of used books to provide a low-cost alternative that allow books and magazines into the homes of the community, supporting the objective of "owned" reading material available to all regardless of income level.

### **Mid-Term Objectives**

- Evaluate and review existing community partnerships to enhance the Library's literacy services. Extensive partnering with schools, community organizations, and government agencies will be maintained to create a Literacy network throughout the community.
- Review and evaluate special programs and services to adult new readers, consider establishing a reading group for adult new readers that will encourage participants, who don't have to be able to read when they begin, to discuss literature and to write family stories.
- Evaluate need and institute a workplace literacy program, utilizing contacts through local Chamber of Commerce and with local employers.

### **Long Term Objectives**

- Evaluate and review the Library's literacy services in light of changing demographics, space needs and community interest.
- Computer-based and computer-assisted literacy training opportunities should be considered and provided. Software designed to encourage independent learning for ESL should be tested and acquired, as need demands.

## **INFORMATION LITERACY**

The Highland Branch Library's goal is to help address the need for skills related to finding, evaluating, and using information effectively. The library provides specially designed facilities and access to instructional technologies that teach the public to find and evaluate information in a variety of formats, including Internet training and access. Due to a high percentage of personal computers at home in the community, the library's services will focus on training people to utilize their home computers to access library-provided information via the County Library System's Web presence.

Library staff will be knowledgeable about how people seek information and learn. Staff or volunteers may offer group classes, individual tutoring, or spontaneous one-on-one training in topics such as media literacy or finding resources on the Internet. The Library will provide a Computer Lab that is utilized for training or classroom purposes. In keeping with its business and career information service role, the Branch Library will focus on providing Information Literacy services that teach critical thinking skills to

businesspeople of the community. Aspects of the service that will be emphasized include teaching effective strategies when using various Internet search engines and instruction in how to perform expert or complex searches on the Library system's online catalog and with its online databases. Personalized training may be offered on locating career information and on utilizing electronic resources for locating financial information.

### **Short Term Objectives**

- Provide workshops for library personnel that focus on a knowledge of how people seek and process information and provide techniques to develop skill in evaluating information resources.
- Provide staff that has an excellent range of computer skills and familiarity with different types of software products.
- Provide computer support facilities and specialized equipment such as video equipment capable of frame-by-frame display and computer input video projection units.
- Offer training sessions for people with different levels of computer knowledge and skill at least three times each week. Provide volunteer tutors for one-to-one instruction at least nine hours each week.
- Develop the entire range of electronic resources throughout the library's collections to be used in providing these services. In addition, all materials can be used to help people understand how to find and critically evaluate information.
- Provide in-service training for school district personnel regarding evaluating Internet resources for educational purposes.
- Maintain an active outreach program that extends into the community to find potential learners and help them identify the type of training or classes they need to reach their information literacy goals.
- Offer training and access to local non-profit and community agencies on Web page development and design; provide Server space to host Web pages.

### **Mid-Term Objectives**

- Offer a variety of training sessions for people with different levels of computer knowledge and skills. Objectives for training sessions will go beyond the basic how-tos in that sessions seek to impart digital literacy competencies such as the critical evaluation of online content. Revise content of sessions to go deeper into evaluative techniques as the need to convey basic knowledge disappears.

- Evaluate and review special programs on information literacy to remain current with new technologies and changing information resource design.
- Review and evaluate special programs and services to teachers and other special population target groups such as businesspeople or seniors.

### **Long Term Objectives**

- Evaluate and review the Library's information literacy services in light of changing technologies and the result of personal computer penetration rate into community homes and workplaces.
- Computer-based training sessions may be developed that present techniques for learning the skills related to finding, evaluating, and using information effectively.
- Continually support and extend computer lab facilities to accommodate changes in technologies and provide examples of the equipment available to people who determine that they can incorporate computers into their homes and lifestyles.

## **COMMONS**

The Highland Branch Library's goal is to provide an environment that helps address the need of people to meet and interact with others in their community and to participate in public discourse about community issues. The library provides specially designed facilities and public spaces for meeting and gathering that is recognized as inviting, neutral, and safe by all individuals and groups in the community. The library provides a variety of meeting and gathering spaces including large meeting rooms, small group meeting and study rooms, and open public spaces that invite conversation and discussion. The library may provide electronic means of assembling, such as videoconferencing facilities. A special effort is made to attract the business community members, the local non-profit community and young adults from ages 12-18.

### **Short Term Objectives**

- Provide workshops for library personnel that focus developing an understanding of the community in order that all maintain a good working knowledge of the community.
- Provide staff that possess people skills and an understanding of public relations.
- Provide specialized facilities and specialized equipment such as audio and video equipment for presentations, provide for frequent meeting room setup and cleaning, provide wiring in all facilities for computer, Internet and cable connections.



- Provide kitchenette and catering staging space adjoining large meeting rooms, provide adequate storage facilities for tables and chairs.
- Provide an area for teens 12-18 modeled after the Teen Center idea that allows a café environment, small-group study rooms, computer access and materials geared to entertaining teens such as magazines, comics and graphic novels.
- Maintain an active outreach program that extends into the community to find users of training or workshop spaces, i.e., the local Poet's Society doing open mike style meetings.
- Offer training and access to the local non-profit community to workshops presented by organizations such as the Riverside/San Bernardino Community Foundations workshops on grant writing.
- Provide obvious bulletin boards for display of meeting notices for local groups and non-profit organizations.

### **Mid-Term Objectives**

- Offer a variety of workshops and seminars in conjunction with the nearby University of Redlands on topics that encourage reading and discussion such as the National Issues Forum.
- Evaluate and review special programs available at the library for adults that can link to already existent community groups and organizations.
- Review and evaluate special programs and services to special populations such as business people by working with the local Chamber of Commerce.

### **Long Term Objectives**

- Evaluate and review the Library's Web presence in light of changing technologies and the result of personal computer penetration rate into community homes and workplaces, consider organizing an electronic community network that involves local businesses, the educational community, the non-profit community and governmental partners.
- Coordinate and present in on-line form a Community Calendar that highlights the groups and organizations of the community and their meeting schedules, whether at library facilities or elsewhere in the community.
- Consider making Children's services/craft space meeting room available to local child-care facilities for special programming they design and offer.

- Continually support and extend meeting spaces to meet the needs of local groups and organizations, provide access to all technologies, including adaptive technologies to help the visually and hearing-impaired fully participate in meeting.